



info@cais

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Greetings!

A Library is a critical part of any higher education institution. Libraries play an ever ir providing vital information resources to their clients amidst facing mounting challenges brought about by changes happening in the organizations and higher education worldwide, advancement in the ICT world that bring about new modes of information storage, assessing and dissemination, changes in learning environment, increasing student internationalization, new mode of research and many more. With the current scenario of emphasizing outcome-based in higher education, librarians need to restrategize their roles to support teaching, learning and research activities. All these put increasing dem enhance their knowledge and skills.

Librarians need to keep abreast with changes and to be proactive, innovative and be able to work closely with the organization, be able to serve the community efficiently and effectively. They must add values to their libraries and services they provide and to show their importance to the organizations. They must be able to show positive returns to the investments made on them. Most important of all is the communication part, how do librarians communicate clearly the value of their services? How do librarians ensure that the services they provide fulfill what their clients' want and not what clients need?

I hope that this info@cais is useful to our clients seeking information. Please do not hesitate to contact any of our officers if you have any query about our facilities and services.

Kind regards,
Margaret Simeng
Chief Librarian

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VISION & MISSION

Vision

To be an efficient and effective one-stop information centre.

Mission

The Centre for Academic Information Services (CAIS) supports the University's commitments towards achieving excellence in learning, teaching, research and development of new ideas. This is achieved by the following objectives:

- acquiring, managing, supervising and disseminating information resources to support the University's teaching, learning and research activities
- to provide access opportunities towards knowledge and information for the University and society
- to develop skills in searching and usage of information among users

Motto

UNIMAS Excellence, Our Inspiration



CLIENT CHARTER

In line with CAIS's vision to be an efficient and effective one-stop information centre, we promise to:

1. Manage and provide relevant, quality and up-to-date knowledge resources in diverse subjects

- Ensure feedbacks on the proposals for the acquisition of knowledge resources are given within three (3) working days
- Ensure that all subscribed electronic resources can be accessed within 24 working hours upon receipt of the notices from the suppliers/publishers
- Ensure that at least 85% of knowledge resources received through purchase can be accessed by users within twenty one (21) to thirty (30) working days upon receipt from Knowledge Resources Acquisition Unit

2. Provide diverse facilities and information services in line with technological advancement as well as meet the demands and needs of our customers

- Ensure each process of check-in and check-out of books at the Circulation Counter can be done within one (1) minute, subjected to Information and Communication Technology System.
- Ensure at least 85% of internal inter library loan requests are fulfilled for the current year
- Ensure all electronic resources can be accessed 24X7 subjected to Information and Communication Technology System.

3. Assist customers to search, access and find fast the right and quality information towards the enculturation of lifelong learning

- Ensure feedbacks to the customers' information needs are given within two (2) working days

4. Provide professional customer-friendly services and are open to suggestions and constructive criticisms towards our services

- Ensure that at least 85% of participants for each Information Literacy session are satisfied
- Ensure at least 85% of customers are satisfied with our services and facilities

5. Provide a conducive and pleasant environment for our customers' satisfaction

GENERAL INFORMATION

Background

The Centre for Academic Information Services (CAIS), Universiti Malaysia Sarawak (UNIMAS) was established in early 1993 and began its operation in May 1993. The Centre had actively acquired library materials including CD-ROM databases to build its collection. CAIS started providing library services and facilities to users especially to the pioneer batch of students and academics at Jalan Taman Budaya, Kuching before moving to Kota Samarahan in early 1994. The Centre acquired Micro-VTLS (Virginia Tech Library System) in August 1994 for cataloging purpose before migrating to VTLS in July 1995. The system enables users to have access to the collection via our Online Public Access Catalog, Easy PAC. In 1995, the Centre purchased CDNET, a CD-ROM Networking System to enable all networked users to have access to the CD-ROM databases available in the Centre.



CAIS Medical

CAIS had reached another milestone in November 2002 when CAIS Medical was set up at the Faculty of Medicine and Health Science's new building at Lot 77, Jalan Tun Ahmad Zaidi Aduce, Kuching to support the Faculty's teaching, learning and research activities. With an area of around 6500 sq.ft. it could accommodate up to 200 patrons at a time, 2 Computer Laboratories with 60 PCs and a shelving area that could hold up to 80,000 volumes of books and journals. In May 2014 the Faculty moved to its permanent building in the Main Campus together with CAIS Medical. The brand new CAIS Medical is located on the ground floor and the first floor of an estimated area of 404 sq.m. within the Faculty's building. The CAIS Medical can accommodate up to 100 sitting capacity.



Moving Forward

In March 2005 CAIS had migrated to a new Integrated Library System, which consists of 3 main subsystems i.e. Library management system Millennium, Materials Flow Management System and Extended Modules. The Materials

GENERAL INFORMATION

Flow Management System supports and automate daily activities in the areas of security, materials processing, self check-in and check-out as well as inventory control. Extended Modules consists of Smart Library Skills, Smart Reference Desk, Academic Forum and Visitor Tracking. The Integrated Library System was activated on 22 June 2005 and subsequently opened to patrons on 4 July 2005.

On 6 February 2006, CAIS officially started operation in the new building. The impressive new building, with an area of about 22,600 square metres, spreads over 5 floors. it is a contemporary building specially designed to

be one of the pull centers in the campus. The Centre offers a variety of services and facilities such as a big exhibition area, an auditorium, seminar rooms, discussion rooms, computer laboratories, carrel rooms, media room, 24-hour rooms.

CAIS functions as the Knowledge Centre for the university. The Centre supports directly and contributes to the success of

the academic programmes. CAIS's strategic location enables students and academics easy access to the Centre. The IT infrastructure enables the Centre to function as an integrated user-oriented Centre for the acquisition, processing and dissemination of information and knowledge. CAIS has been building up its bibliographic database thus enabling users to access the Centre's collection through Web OPAC, an online public access catalog. Besides the bibliographic database, CAIS together with the other public university libraries have embarked on a few project to develop online databases such as the Malaysian Theses Online, the Malaysian Gateway to Internet Resources, the Serials Online, the University Repository as well as the National Union Catalog.

With the availability of the Campus Wide- Area Network, users can access



GENERAL INFORMATION

the system not only from within the Centre's building but also remotely. In an effort to fulfill the ever-increasing and challenging information needs of users, CAIS has subscribed to online databases related to programmes offered by the University. In addition to printed materials and e-books, CAIS has subscribed to a growing number of e-journals to further enhance the accessibility of information and knowledge.

The Library Management System being user-friendly has served as a one-stop access to all services and facilities provided by CAIS from 2005 until 2014. In January 2015, in order to better support users in their information searching by providing them with enhanced search capabilities, CAIS has acquired and implemented a web scale discovery service (WSDS) called CAIS OneSearch, a preharvested central index coupled with a richly featured discovery layer providing a single search across CAIS local, open access and subscribed collections. Even though CAIS OneSearch has replaced CAIS WebOPAC, users can still check and update their own record, their loan status as well as fine accrued via the Library system. Users can suggest materials to be acquired by filling up the Online Suggestion Box. For materials not found in the Centre or out of print, patrons can fill up the Online Interloan & Document Delivery Service Form. CAIS also provides Online Patron Registration Form to enable outside communities to apply as external members.

Being awarded the Best Counter Services by the University in 2009 and MS ISO 9001:2008 Quality Certification by SIRIM QAS in 2011 has proven the Centre's commitments towards providing quality services.

CAIS ILF SibU

In 2007 a Resource Room was established at the Integrated Learning Facilities in SibU to provide information resources for the medical students doing their clinical postings. With a floor area of around 200 sq. meter, it can accommodate about 5000 volumes of reference materials, 50 seats and a computer laboratory that can accommodate 15 workstations.

CAIS Pre University Studies

CAIS Pre University Studies, located at UNIMAS East Campus was established in 2010 to support the learning and teaching needs of students and staff of the Pre University Studies. It can accommodate about 213 seats at any one time.

OPENING HOURS

During Semester

CAIS

Monday-Friday	8.00 am - 12.00 midnight
Saturday-Sunday	9.00 am - 11.00 pm
Public Holiday	Closed

CAIS Pre-University Studies

Monday-Friday	8.00 am - 10.00 pm
Saturday-Sunday	9.00 am - 10.00 pm
Public Holiday	Closed

CAIS Medical

Monday-Friday	8.00 am - 10.00 pm
Saturday-Sunday	9.00 am - 10.00 pm
Public Holiday	Closed

CAIS-ILF SibU

Monday-Friday	1.00 pm - 6.00 pm 7.00 pm - 10.00pm
Saturday-Sunday	9.00 am - 2.00 pm
Public Holiday	Closed

During Semester Break

CAIS & CAIS Pre-University Studies

Monday-Friday	8.00 am - 5.00 pm
Saturday-Sunday	9.00 am - 5.00 pm
Public Holiday	Closed



SERVICES

CAIS OneSearch

CAIS OneSearch provides a single, unified search box for searching CAIS's information resources, including scholarly e-journal articles, books, e-books, internet documents and UNIMAS Institutional Repository. Features of the service include:

- Single, simple entry point for searching many databases at once, including the Centre's catalogue,
- Pre-indexing of a vast quantity of metadata ensures immediate search results
- Detailed metadata (e.g., author-supplied abstracts, keywords, subjects)
- Indexing for thousands of journals from publishers such as Sage, Elsevier, Wiley, Taylor & Francis, and Cambridge
- Complete library catalogue loaded directly, with real-time availability checks and daily updates
- Ability to limit searches by date, source type, subject, content provider, full text availability, scholarly designation and more
- Powerful, user-friendly interface



Loan

Books available for loans are shelved at Level 1 (Social Sciences and Humanities, Library of Congress call no. range A-P) and Level 2 (Science and Technology, call no. range Q-Z). They are arranged on the shelves according to the Library of Congress (LC) Classification System as shown below.

Library of Congress System

A General Works

- AC Collections
- AE Encyclopedias
- AG Dictionaries
- AI Indexes
- AM Museums
- AN Newspapers
- AP Periodicals
- AS Academies and learned societies
- AY Yearbook, Almanacs, Directories
- AZ History of scholarship, The Humanities

B Philosophy, Psychology, Religion

- B Philosophy (General)
- BC Logic
- BD Speculative philosophy
- BF Psychology
- BH Aesthetics
- BJ Ethics
- BL Religion, Mythology, Rationalism, Judaism
- BM Islam, Bahá'ism, Theosophy, etc.
- BP Buddhism
- BQ Christianity
- BR The Bible
- BS Doctrinal theology
- BT Practical theology
- BV Christians denominations
- BX

C Auxiliary sciences of history (General)

- CB History of civilization
- CC Archaeology
- CD Diplomatics, Archives, Seals
- CE Technical chronology, Calendar
- CJ Numismatics
- CN Inscriptions, Epigraphy
- CR Heraldry
- CS Genealogy
- CT Biography (General)

D History (General), Europe (General)

- DA Great Britain
- DAW Central Europe
- DB Austria, Hungary, Czechoslovakia
- DC France
- DD Germany
- DE The Greco-Roman World
- DF Greece
- DG Italy
- DH Low Countries, Benelux Countries
- DJ Netherlands (Holland)
- DJK Eastern Europe (General)
- DK Russia, Soviet Union, Former Soviet Republics, Poland
- DL Northern Europe, Scandinavia
- DP Spain, Portugal
- DQ Switzerland
- DR Balkan Peninsula, Turkey
- DS Asia
- DT Africa
- DU Oceania (South Seas)
- DX Gypsies

E-F History: America

- E United States (General)
- E United States local history
- F Canada, Latin America

G Geography, Anthropology, Recreation

- G Geography (General), Atlases, Maps
- GA Mathematical geography, Cartography
- GB Physical geography
- GC Oceanography
- GE Environmental sciences
- GF Human ecology, Anthropogeography
- GN Anthropology
- GR Folklore
- GT Manners and customs (General)
- GV Recreation, Leisure

SERVICES

H	Social Sciences
H	Social Sciences (General)
HA	Statistics
HB	Economic theory. Demography
HC	Economic history and conditions
HD	Industries. Land use. Labor
HE	Transportation and communications
HF	Commerce
HG	Finance
HJ	Public finance
HK	Sociology (General)
HL	Social history and conditions.
HM	Social problems. Social reform
HN	The family. Marriage. Women
HQ	Societies: secret, benevolent, etc.
HS	Communities. Classes. Races
HT	Social pathology. Social and public welfare
HV	Socialism. Communism.
HX	Anarchism

J	Political Science
J	General legislative and executive papers
JA	Political science (General)
JC	Political theory
JF	Political institutions and public administration-General
JK	Political institutions and public administration - United States
JL	Political institutions and public administration - Canada. Latin America
JN	Political institutions and public administration - Europe
JQ	Political institutions and public administration - Asia. Africa. Australia. Pacific area
JS	Colonies and colonization. Emigration and immigration.
JZ	International relations

K	Law
K	General
KBR-	Comparative and uniform law
KBU	Jurisprudence
KD	Canon Law and Law of the Roman Catholic Church; The Holy See
KDZ	United Kingdom and Ireland
KE	America
KF	North America
KG	Canada
KH	United States
KJ-KK	Latin America. Central America. West Indies South America
KL-	South America
KW	Europe
KZ	Asia. Africa. Pacific Area. Antarctica
	Law of nations

L	Education
L	Education (General)
LA	History of education
LB	Theory and practice of education
LC	Special aspects of education
LD	Individual institutions - United States
LE	Individual institutions - America (except United States)
LF	Individual institutions - Europe
LG	Individual institutions - Asia. Africa. Oceania
LH	College and school magazines and papers
U	Student fraternities and societies. United States
LT	Textbooks

M	Music
M	Musical works
ML	Literature on music
MT	Musical instruction and study
N	Fine Arts
N	Visual Art (General)
NA	Architecture
NB	Sculpture
NC	Drawing. Design. Illustration
ND	Painting
NE	Print media
NK	Decorative arts. Applied arts
NX	Art in general

P	Language and Literature
P	Philology, Linguistics
PA	Greek and Latin languages and literatures
PB	Modern languages (General), Celtic languages
PC	Romance languages
PD	Germanic languages (General), Scandinavian languages
PE	English language
PF	West Germanic languages
PG	Slavic, Baltic, Albanian languages and literature
PH	Uralic, Basque languages and literatures
PJ	Oriental philology and literature (General), Semitic languages and literature
PK	Indo-Iranian languages and literatures
PL	Languages and literatures of Eastern Asia, Africa, Oceania
PM	Hyperborean, Indian, and Artificial languages
PN	Literature (General)
PQ	French, Italian Spanish and Portuguese literatures
PR	English literature
PS	American literature
PT	Germanic literatures
PZ	Fiction and Juvenile belles lettres

Q	Sciences
Q	Sciences (General)
QA	Mathematics
QB	Astronomy
QC	Physics
QD	Chemistry
QE	Geology
QH	Natural History, Biology
OK	Botany
QL	Zoology
QM	Human anatomy
QP	Physiology
QR	Microbiology

R	Medicine
R	Medicine (General)
RA	Public aspects of medicine
RB	Pathology
RC	Internal medicine
RD	Surgery
RE	Ophthalmology
RF	Otorhinolaryngology
RG	Gynecology and obstetrics
RJ	Pediatrics
RK	Dentistry
RL	Dermatology
RM	Therapeutics, Pharmacology
RS	Pharmacy and materia medica
RT	Nursing
RV	Botanic, Thomsonian, and eclectic medicine
RX	Homeopathy
RZ	Other systems of medicine

S	Agriculture
s	Agriculture (General)
SB	Plant culture
SD	Forestry
SF	Animal Culture
SH	Aquaculture, Fisheries, Angling
SK	Hunting sports

T	Technology
T	Technology (General)
TA	Engineering (General), Civil engineering
TC	Hydraulic engineering, Ocean engineering
TD	Environmental technology, Sanitary engineering
TE	Highway engineering, Roads and pavements
TF	Railroad engineering and operation
TG	Bridge engineering
TH	Building construction
TJ	Mechanical engineering and machinery
TK	Electrical engineering, Electronics, Nuclear engineering
TL	Motor vehicles, Aeronautics, Astronautics
TN	Mining engineering, Metallurgy
TP	Chemical technology
TR	Photography
TS	Manufactures
TT	Handicrafts, Arts and crafts
TX	Home economics, Hospitality industry

SERVICES

U Military Science
 u Military science (General)
 UA Armies: Organization, distribution, military situation
 UB Military administration
 UC Maintenance and transportation
 UD Infantry
 UE Cavalry, Armor
 UF Artillery
 UG Military engineering, Air Force
 UH Other services

Z Bibliography and Library Science
 z Books, Writing, Paleography, Books Industries, Trade, Libraries, Bibliography
 ZA Information resources (General)

V Naval Science (for Naval History, see D-F)
 V Naval science (General)
 VA Navies: Organization, distribution, naval situation
 VB Naval administration
 VC Naval maintenance
 VD Naval seamen
 VE Marines
 VF Naval ordnance
 VG Minor services of navies
 VK Navigation, Merchant marine
 VM Naval architecture, Shipbuilding, Marine engineering



The loan eligibility for CAIS users are based on different membership categories as shown below:-

Internal Membership

Membership Category	Open shelf Collection	Bound Serials	Media Collection	Red Spot Collection	Theses Collection	Electronic Resources
Academic staff	30 vols / 90 days	14 days	3 days	1 day	2 hours	IP Authentication & Remote Access
Postgraduates	20 vols / 60 days	over-night	nil	2 hrs / overnight	2 hours	
Managers/ Research Assistants	15 vols / 60 days	over-night	nil	2 hrs / overnight	2 hours	
General Staff	10 vols / 14 days	nil	nil	2 hrs / overnight	2 hours	
Undergraduates	10 vols / 14 days	nil	nil	2 hrs / overnight	2 hours	

External Membership

Membership Category	Annual Fee CAIS (RM)	Deposit (RM)	Electronic Resources
Alumni			IP Authentication
Borrowing Reference	75 Free	100/2 Books @ 1200/4 Books	
Pensioners			
Borrowing Reference	Free Free	100/2 Books @ 1200/4 Books	
Students From Malaysian Public IHL			
Borrowing Reference	75 Free	100/2 Books 200/4 Books	

Student From Private IHL		
Borrowing	100	100/2 Books
Reference	100	
Individuals/Private		
Borrowing	100	100/2 Books 200/4 Books
Reference	50	
Corporate Membership		
Borrowing	1000	500/2 Books 1000/4 Books
Reference	500	
Government Officers		
Borrowing	75	100/2 200/4 Books
Reference	50	
Academic staff of Local Public Universities		
Borrowing	75	100/2 200/4 Books
Reference	Free	
Staff Family		
<ul style="list-style-type: none"> Husband/Wife Children (Age 17 above/Form 5 as reference member only) 		
Borrowing	Free	50/2 Books
Reference	Free	
OUM Students		
Borrowing	100	100/2 200/4 Books
Reference	Free	
Embassies Officers		
Officers from NGO's	Free	200/2 Books 400/4 Books
Donors from corporate sectors (Minimum donation RM25,000.00)	Life time honorary reference member	
Research (including foreign students from foreign IHL having MOU with UNIMAS)	Free	Reference member only
Day Users	Librarians are given the authority to consider and approve day users to do reference in CAIS for RM20.00 a day.	



Material Booking/Reservation

Request of Material can be done online or at the Circulation Counter. Booking/reservation is only allowed for books on loan or still in process.

Renewal

Renewal can be done online through CAIS website at <http://www.cais.unimas.my>. Users can renew their loan three (3) times provided the items are not booked/reserved by others or recall by CAIS. They can also contact the Circulation Counter at 082-583922 from outside campus and extension number 3922/3883 within campus for renewals (CAIS operating hours).

How To Understand The Information Provided By CAIS OneSearch

Please note that if you do not find a record you want in the CAIS OneSearch, ask for assistance at CAIS's Circulation (Level G) or Reference Counter (Level 1).

Author John E. Smith
Title **Biotechnology**
Publication Info. New York : Cambridge University Press, 2004
Edition 4th ed.

Copy Status

More Details

Find Similar Items

Find Records

Book This Material

Location

Call No.

Status

CAIS MAIN (Level 2)

TP248.2 S652 2004

AVAILABLE

Location tells you where the book is located. Please refer to details of location codes

The call number tells you where you can find the book within a location.

A call number might be a combination of letters and numbers or it might be a word or words.

The status tells you whether it is available on shelves or not. If the status column stated Due XX-XX- XX, you can make a request online for the book, CAIS staff will hold the book for you once it is returned



How Books Are Arranged On the Shelves

Please note that if you do not find an information in CAIS OneSearch, ask for assistance at CAIS's Circulation (Level G) or Reference Counter (Level 1).

AE	AC	AM
35.615	243	121
E59	M236	L866
2008	2012	2007

Books are shelved in alphabetical order (left to right) starting with the first few letters in the call number.

01

PN	PN	PN
41	41	41
E59	E59	E59
D112	E342	K11
2008	2008	2008

If the next combination of letter and number appears (fourth row), it should also be arranged similarly as the previous one.

04

PN	PN	PN
41	411	4400
A161	Q5	D252

All books with the same first few letters are arranged numerically.

02

PN	PN	PN
41	41	41
E59	E59	E59
D112	E342	K11
	2010	2010

Books which have several editions are arranged in the chronological order, starting with any undated edition, then sequentially from the earliest year.

05

PN	PN	PN
41	41	41
E59	L866	M236
2008	2012	2007

All books with the same number (second row) are then arranged alphabetically followed by numbers (third row).

03

PN	PN	PN
41	41	41
E59	E59	E59
D112	D112	D112
2008	2008	2008
Vol. 1	Vol. 2	Vol. 3

Volume sets are arranged in volume number order. If any volume is in multiple parts, those parts are arranged numerically and precede any higher volume numbers.

06

Inter Library Loan and Document Delivery Service (ILL/DDS)

Inter Library Loan (ILL) is the first point of call if the material needed is not available in CAIS collection. It is a cooperative service among libraries in Malaysia. Inter Library loan includes acquiring of journal articles and loaning of books, etc. Requests are sent via e-mail or fax. The delivery of the materials requested depends on their availability.

Documents Delivery Service (DDS), on the other hand, helps users obtain any information or materials that are URGENTLY needed and are not available in Malaysia or Singapore. The goal of DDS is to obtain these materials in the most time-effective means possible.

Online Suggestion Box

We welcome users suggestions for books, journals, videos, CDs, etc. that you would like to be added to the collection. It is our goal to provide the items that our users need for their teaching, learning and research.

Media Services

The Media Services located at Level G houses materials such as audio and videocassettes, compact discs, DVDs, multimedia CD-ROMS, slides, microfiches and kits. Selected ASTRO Channels are also provided.



Reference and Information Services

Reference and Information Services Unit located at Level 1 assists users in using CAIS's Services and Facilities. Should there be any reference questions or reference interviews, users are welcomed to approach any of the staff. This can be conducted during office hours as stated below:

Monday – Thursday	10.00 am – 12.00 noon 2.30 pm – 4.30 pm
Friday	Upon Request
Public Holiday	Closed

User Education

All new students are briefed on the services and facilities provided by CAIS during their orientation week, followed by a scheduled CAIS Tour conducted by the Faculties' Liaison Librarians. The tour is conducted to ensure students have the knowledge and skills on how to use resources and facilities efficiently and effectively.



Information Literacy (IL)

CAIS provides Information Literacy Program which is divided into five (5) modules as follows:

Module	Name of module	Duration
1.	Introduction to CAIS This module is designed for the new students and staff. It provides information on library facilities, services, opening hours and the rules and regulations as well as creating awareness of services and facilities.	1 hour
2.	CAIS OneSearch This module is designed to help users to understand CAIS OneSearch as a tool for searching the collection. Users will be taught on how to perform Simple as well as Advance Search. This module is offered to new students and academic staff.	1 hour
3.	Finding Information for Academic Writing This module provides the basic steps in conducting research. Users will be guided on information searching using electronic resources effectively. This module is offered to undergraduates and postgraduates, research assistants as well as academic staff.	1 ½ – 2 hours
4.	Finding Information on the Web This module guides students in identifying websites that can be used for academic writing. They will also be taught on how to evaluate information contained within websites using the five evaluation criteria. This module is offered to undergraduates	2 hours
5.	Citing References & Plagiarism This module guides students on how to cite references in their academic writing and understand the concept of acknowledging other people's ideas/findings. This module is offered to undergraduates, postgraduates and academic staff. Briefing on plagiarism helps students to understand what is perceived as plagiarism and how to avoid plagiarism	2 hours

Users can request any of the modules to be conducted at any time convenient to them. Request can be submitted to the Liaison Librarian or directly to the Reference Librarian Norazlina Abd Rahman through email at arnorazlina@cais.unimas.my or reference@cais.unimas.my



Online Patron Registration

This service allows members of the community to register online as an external patron of the Centre for Academic Information Services. The online form can be accessed from CAIS homepage at www.cais.unimas.my.

Research Support Initiatives

The Research Support Initiatives (RSI) is provided to support researchers and academicians in recognizing the importance of retrieving relevant information for research and innovation in UNIMAS. CAIS provides assistance in consultation of information search and online repackaging of information.

Bibliometric Services

The Centre plays an important role in producing reports on statistical analysis of indexed articles written by UNIMAS researchers. The purposes of the reports are: (1) to report on the development of UNIMAS publications and citations; (2) to assist UNIMAS to plan strategies to enhance publications (3) to report on the current scenario of UNIMAS publications.

Indexing of UNIMAS Journals in MYCITE and MyJurnal

The Centre is responsible in monitoring and assisting in indexing of UNIMAS journals in MYCITE and MyJurnal.

Social Media

CAIS is using various social media tools such as Facebook, Twitter, Youtube and Wiki to share and interact with users on issues pertaining to CAIS services and facilities.

UNIMAS Archives

UNIMAS Archives serves as a repository for the historical records of UNIMAS. Its primary purpose is to locate, collect and coordinate the management of all important documents and valuable records of the University.

Institutional Repository

UNIMAS IR is developed to collect, preserve, manage and disseminate the digital intellectual output and property of the entire University with the objectives of increasing the visibility of UNIMAS authors and researchers. CAIS is responsible in establishing, collaborating, managing, maintaining and disseminating the content of the Repository. Access to the content is subjected to the Access Policy.

Corporate Memory

UNIMAS Corporate Memory is an initiative taken up by CAIS to further enhance the online presence of UNIMAS. In May 2014, CAIS began reviewing the University's online presence and decided that the UNIMAS Corporate Memory needs to be developed to ensure that the University's intellectual treasures containing restricted and confidential documents are collected, captured, managed, and preserved for future references.





Computer Laboratories

The computer laboratories are available at Level G and Level 1. CAIS provides about 170 PCs and access to the internet is available to all users. As Wi-Fi facility is available throughout CAIS building, users are encouraged to bring their own laptops, smart phone etc.

Patron Shelfcheck System

Patron Self Check System is provided to enable patrons to check-out materials without having to queue up at the Customer Service/Circulation Counter. Two (2) units of the Patron Check-out machines are available in CAIS at Level G, and one (1) unit at CAIS-Pre University Studies for this purpose.

Electronic Security System

An electronic security system is in operation to ensure that all materials are properly issued and to prevent their unauthorized removal from the Centre. Disciplinary action will be taken against anyone found removing materials without proper authorization.

Wifi Facility

Wireless internet access is available throughout the building. Should users require assistance, they can approach the Help Desk at the Centre for Information and Communication Technology Services (CICTS) which is located at the Lower Ground Floor, CAIS building.

FACILITIES

CCTV

To ensure the security and safety of the collections and the patrons, CAIS installed CCTV in every strategic location within the building. The CCTV is directly connected to the University's Security Department for surveillance.



centre for academic



Auditorium

The auditorium is equipped with various facilities such as PA system, an LCD projector and also Wi-Fi. The Auditorium has a capacity for 150 people. The Auditorium is the venue of choice for seminars, conferences and other activities such as training classes and workshops.

24 Hour Learning Facility

A 24-hour Learning Facility is available for patrons who wish to use the facility during or after the Centre's opening hours. It is accessible from the terrace outside, next to the Main Entrance.





Discussion Rooms

Six (6) units that can accommodate around 20 people each are available for users to conduct forums and group discussions. These rooms are available at Level 1 near the Reference Counter and Level 2.

Carrel Rooms

Forty-one (41) units of Carrel Rooms are provided for users. Any registered user can request to use the room; however priority is given to graduates and academics as well as final year undergraduates. All users are bound by the rules and regulations on the usage of Carrel Rooms (refer to page 31).



Exhibition Area

A big exhibition area is available at Level G to cater for multi-purpose activities. This area is adjacent to the Auditorium near the main entrance.

FACILITIES

Free Ringing Zone

CAIS provides four (4) rooms for students and other users to use their mobile phones as well as charging their phones. Two (2) rooms each are at Level 1 and Level 2.



Chill-out Rooms

CAIS provides two (2) Chill-out Rooms for students to take a rest in between their heavy schedules and private study. The rooms are furnished with easy chairs, large pillows and some light reading materials.



Food Kiosk

There is a Food Kiosk located outside the Lower Ground Floor of CAIS building and it is operated by students from the Entrepreneurship Club.



Student Lounge

This lounge is provided to all students to use anytime. They are allowed to bring food and drinks into the room. However, cleanliness of the room must be maintained at all times.



Muslim Prayer Rooms

The Muslim Prayer Rooms are located at Level 2. The rooms are opened during CAIS's Opening Hours.



Social Hub

The Auditorium's lobby has been designated as the Centre's Social Hub to allow patrons to interact academically as well as socially in a conducive learning environment.



Executive Knowledge Cafe

This room is reserved for the management and professional as well as academic staff including the Senior Management. Besides having a PC with internet access, reference books mainly on management and leadership, drinks and light snacks are also provided. It is located at Level 3.



RESOURCES

Collection	Location	Status
Open Shelf Collection Mainly requested by Faculties/Institutes/ Centres	Level 1 (Social Science & Humanities) Level 2 (Science and Technology)	Available for loans
Red Spot Collection Textbooks, lectures notes, articles requested by lecturers placed on restricted loan	Level G - Circulation Counter	Can be used in the Centre on a 2-hourly basis and/ or overnight
Theses and Dissertations Includes Bachelors, Masters and Ph.D theses by UNIMAS students and academia.	Placed in Red Spot Collection, Level G - Circulation Counter, users can check the titles through the CAIS OneSearch	Can be used in the Centre on a 2-hourly basis
Reference Collection Encyclopedias, statistics, dictionaries, guidebooks, indexes and bibliographies.	Level 1, indicates by the letter 'r' before the classification number	Access in CAIS only
Serial Collection Periodicals, Annuals, Annual Reports & numbered bulletins, published in series.	Level LG - Serial Counter	Access in CAIS only. Bound journals are available for loans for 2 week.
Newspaper Collection Major local and overseas newspaper.	Level LG	Access in CAIS only
Media Collection Audio, video cassettes, compact disc, DVDs, multimedia CD-ROMs, slides, microfilms, microfiches, and kits.	Level G - Media and Special Collection Counter	Available for loans for 2 week
Maps and Atlases Aerial photographs and topographic maps of Malaysia, Brunei and Asia, acquired from the Malaysian Department of Land Survey and The Malaysian Geological Department are available.	Level G - Media and Special Collection Counter	Access in CAIS only

Collection	Location	Status
Electronic Resources Online Databases, e-Books and e-Journals CAIS Subscribes to a number of online databases based on subject of programs offered by the university. The titles include Science Direct, SpringerLink, Scopus, Hospital Package, IEEE Xplore, ACM Digital Library and Emerald Management e-Journals, E-Books include Safari Tech Books Online, Books24x7 and Encyclopedia Britannica.	ONLINE	IP authentication and remote access
Special Collection This is a reserve collection, which comprises Borneo collection, UNIMAS collection as well as Private collections. The Special Collection also houses the newspaper cuttings.	Level G - Media and Special Collection Counter	Access in CAIS only. Available for loans for academic staff for 1 week.
Medical & Nursing Collection All range of knowledge resources provided by the Centre. Selected medical titles are also available at ILF SibU.	CAIS-MEDICAL	Available for loans
UNIMAS Archives UNIMAS Archives serves as a repository for the historical records of UNIMAS. Digitization of the collection has been actively undertaken to enable eArchives to be accessed online.	Level LG	Access in CAIS. IP authentication and remote access.
UNIMAS Corporate Memory UNIMAS Corporate Memory is an initiative taken up by CAIS to further enhance the online presence of UNIMAS and to ensure that the university's intellectual treasures containing restricted and confidential documents are collected, captured, managed, and preserved for future references.	ONLINE	IP authentication and remote access
UNIMAS Institutional Repository Materials such as research journal articles, and digital versions of books, theses and dissertations, also include other digital assets such as books, awards etc.	ONLINE	IP authentication and remote access
Pre University Studies Collection Provided mainly for Pre University Studies students and academic staff	CAIS – Pre University Studies	Available for loans

RULES AND REGULATIONS

Loan Eligibility

- One must be a registered member
- Borrow according to privileges.
- Should not borrow material for another user.
- Not allowed to borrow if user has overdue fine or book.
- Users are responsible to ensure that all borrowed materials have been properly recorded, this can be checked via Anjung Unimas/CAIS Notification or through My Account in CAIS Website.
- Fine will be imposed if material is ;
 - Overdue
 - Vandalised
- Misplaced materials (users will be given 2 weeks to search or replace with same title and edition or latest edition).

Material Booking

Booking/Reservation is only allowed for books on loan or in process.

Renewal

Renewal is not allowed in the following situation:

- Patron with overdue fine
- Patron with overdue book
- Book is recalled by CAIS
- Damaged item(s)

Overdue and lost items

Fines are charged for overdue items.

- Open Shelf Collection: 20 sen/day
- Serial collection: 40 sen/day
- Media collection: 20 sen/hour
- Red Spot Collection: 20 sen/hour
- Theses and dissertation: 20 sen/hour

For lost item the borrower will be charged twice the original price of the item or a replacement of the item be made.

For an item that was received as gift, the borrower is required to replace the item with similar title. However if the item is out of print, the borrower will be charged based on the total number of pages i.e. RM0.20 per page for local publication and RM0.40 per page for foreign publication. An additional RM50.00 processing fee and RM10.00 fine will also be imposed.

RULES AND REGULATIONS

Anyone caught defacing /tearing pages out of any material (book/journal/media) shall be required to pay twice the original price of the material. Anyone caught trying to smuggle out any material (book/journal/media) his/her membership shall be suspended for one (1) semester. Their names will also be submitted to the University's Disciplinary Committee for appropriate action.

Fines

- Ten (10) days before a book is due, a courtesy reminder will be emailed to the borrower
- Overdue reminders will be sent through email after the books is one (1), two (2) and three (3) days overdue
- One (1) week after the overdue date of a book, a fourth reminder will be sent
- If no response is received from the borrower, another reminder will be sent one (1) week thereafter.
- If there is no response from the borrower two (2) weeks after the fifth reminder, the book is considered lost. The borrower is required to replace the book with a similar title or pay twice the original price of the book.
- No refund will be made once payment has been effected

Usage of Carrel Rooms

- Reservation from outside CAIS is not allowed.
- Only registered members are eligible to use the facility.
- Only one user is allowed in one carrel room at any time
- Personal belongings left in the room will be taken and recorded as the Lost and Found and will be kept for 14 days. Announcement also will be made through CAIS website and notices.
- Users who misplace the keys will be charged RM50.00.

RULES AND REGULATIONS

Copyrights

Illegally copying and distributing of any registered materials are prohibited and users who are found doing the wrongful act are infringing the Copyright Act 1987 (Act 332). The Centre shall not be responsible for any dispute that may arise from the wrongful conduct committed by users.

Eating and drinking

Food may only be consumed in the designated places, such as the Food Kiosk, Student Lounge and Social Hub.

- Users who are caught eating/drinking in areas other than mentioned above will be asked to leave CAIS & his/her name will be recorded for further action.
- Refreshments are permitted in the Discussion Rooms only when pre-ordered for formal events subjected to approval by the Centre.
- Non-alcoholic drinks are acceptable in the public areas of CAIS building, and should be consumed in non-spill containers such as mugs with lids, or in bottles.
- Alcoholic drinks are not permitted anywhere in the Centre.
- Users are advised to throw their rubbish into the bins provided

Cell Phones/Hand phones

All cell phones usage in CAIS should be kept to a minimum. If you must be on call, set your ring tone at the lowest level. Please respect others by keeping conversations at low levels. If it is necessary to use a cell phone while you are in CAIS. choose one of the following locations:

- The main lobby
- Public spaces away from quiet study areas
- Free Ringing Zone

However, maintenance personnel may use cell phones in all areas as needed.

OFFICES AND COUNTER DIRECTORY

Offices	Location	General Telephone Number (082-58xxxx)
Chief Librarian's Office	Level 3	3899
Skills and Professional Development & Quality Assurance Management	Level 3	3927,3895
Administration, Finance & Asset Management	Level 3	3892,3928,3929,3918
Virtual Services	Level 3	3985
Management & Maintenance of Library System	Level 3	3926,3889
Reference and Information Services	Level 1	3923,3924
Digital Collection Development	Level G	3915
Promotion and International	Level G	3841
Customer Services/Circulation	Level G	3916
Research Support	Level G	3916
Collection Management	Level G	3886
Knowledge Resources Acquisition	Level LG	3907,3909,3911
Technical Management	Level LG	3906
Preservation and Conservation Services	Level LG	3908

Counters	Location	General Telephone Number (082-58xxxx)
Client Services	Level G	3919
Circulation	Level G	3922
Media & Special Collection	Level G	3920
Reference & Information	Level 1	3924
Serials	Level LG	3910
CAIS-Pre University Studies	UNIMAS East Campus	2416/2475
CAIS-Medical	Level G, FMHS	082-581000 ext 5151 internal: 8-5151



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